

VICTIM WITNESS ADVOCATE

Code No. 3-10-070
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for providing a variety of support services to crime victims and witnesses to assist them in coping and cooperating with the criminal justice system. Examples of services are transportation and lodging, counseling and referral, and advice on rights and responsibilities. Clients work with the same Victim/Witness Advocate throughout the entire court process. The employee may be required to work extended hours including nights and weekends. The employee reports directly to, and works under the general supervision of a higher-level employee. Supervision is not a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Arranges transportation and lodging for clients when required;

Arranges for special needs such as language translation and accommodations for elderly clients, and clients with disabilities;

Assists in expediting fee payments, compensation claims and other financial assistance for clients;

Assists clients to understand court procedures as well as their rights and responsibilities;

Provides emotional support;

Informs clients of appearance dates and times, and any postponements or cancellations;

Refers clients for trauma, psychiatric, legal or other counseling or support services when required;

Provides for the needs of domestic violence victims;

Provides support for families of homicide victims;

Provides for rape crisis counseling for victims of sexual assault.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of court procedures; good knowledge of the rights of victims and witnesses; good knowledge of the goals and objectives of the victim/witness center; good knowledge of the policies and procedures of the agency; good knowledge of community resources; working knowledge of legal terminology; ability to assess the need for professional counseling and make appropriate referrals; ability to provide direct counseling in specific areas; ability to establish effective working relationships with clients and professional staff; ability to relate well with persons under stress or emotional strain; ability to work independently; willingness to work evenings and weekends; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma plus EITHER:

- (A) Three (3) years paid full-time or its part-time equivalent professional* experience in a human services or law enforcement setting, in a victim witness or assistance agency, or in a community service agency dealing with crime victims such as the Rape Crisis Center or Alternatives for Battered Women; OR,

- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Psychology, Sociology, Criminal Justice, Political Science, or Human Services, plus one (1) year paid full-time or its part-time equivalent professional* experience as defined in (A) above; OR,
- (C) An equivalent combination of education and experience as defined by the limits of (A) and (B) above.

*Professional experience does not include clerical or secretarial work.

SPECIAL REQUIREMENTS: If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

Monroe County Civil Service Commission

ADOPTED: March 30, 1989
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